

EXAMINATION ANNOUNCEMENT
FRAUD INVESTIGATOR,
DEPARTMENT OF INSURANCE
OPEN, NON PROMOTIONAL
SALARY RANGE \$3,307 - \$4,999



CALIFORNIA STATE DEPARTMENT OF
Insurance

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION AGE OR SEXUAL ORIENTATION

How to Apply	<p style="text-align: center;">FINAL FILING DATE: CONTINUOUS</p> <p style="text-align: center;"><i>DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD</i></p> <p style="text-align: center;">Send application to: California Department of Insurance 300 Capitol Mall, 13th Floor Sacramento, CA 95814 Attention: Cecille Ramirez</p> <p>Application (form STD678) will be accepted on a continuous basis. Applications must have an original signature. Testing is considered continuous as cut-off dates can be set at anytime depending upon the needs of the department. A separate rider will be posted with the examination announcement for each testing period. The bulletin rider will specify when and how the examination is to be given.</p>
Requirements for Admittance to the Examination	<p>All applicants must meet the educational and/or experience requirement for this examination by the written test date.</p> <p style="text-align: center;">MINIMUM QUALIFICATIONS</p> <p style="text-align: center;">Either I</p> <p>EDUCATION: Equivalent to graduation from an accredited four-year college with a major in criminal justice, law enforcement, criminology, administration of justice, police science, or a minor in law enforcement, criminology, administration of justice, or police science with evidence that the following courses or their equivalent have been completed: Introduction to Criminal Justice; Introduction to Criminal Law; Basic Investigation, Evidence, Criminal Procedure; and Philosophy of Law. (Registration as a senior in a recognized institution will admit applicants to the examination, however they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.)</p> <p style="text-align: center;">Or II</p> <p>EXPERIENCE: Two years of peace officer experience (as defined by the California Penal Code, Chapter 4.5 Sections 830.1, 830.2, 830.3, and 830.8) in an investigative assignment in a government agency. and</p> <p>EDUCATION: Equivalent to completion of two years of college (60 semester hours) from an accredited college with a major in law enforcement, criminal justice, administration of justice, police science, or criminology. (Additional qualifying experience may be substituted for the required education on a year-for-year basis. Applicants who are being considered for positions assigned as "Peace Officer" status, as defined by California law, must possess the educational equivalent of completion of the 12th grade.)</p> <p style="text-align: center;">Or III</p> <p>EXPERIENCE: One year of experience in the California state service performing the duties at a level comparable to an Investigator Assistant. (Applicants who are within six months of satisfying the experience requirement for this class will be admitted to the examination, but they must fully meet the experience requirement before being eligible for appointment.) and</p> <p>EDUCATION: Equivalent to two years (60 semester units) of college with a major in criminal justice, law enforcement, police science, administration of justice, or criminology, with evidence of completion of courses in the following subject areas; Introduction to Criminal Justice, Introduction to Criminal Law, Basic Investigation, Evidence, Criminal Procedure, and Philosophy of Law.)</p> <p>MINIMUM AGE: Minimum age at time of appointment is 21 years old.</p>
Eligible List Information	<p>A departmental Open eligible list will be established for the Department of Insurance. Names of successful competitors will be merged into the list in order of final scores, regardless of date. Eligibility expires 18 months after it is established.</p> <p>Career Credits and Veteran's Preference Points will be granted in this examination.</p>

S E E R E V E R S E S I D E F O R A D D I T I O N A L I N F O R M A T I O N

Examination Information	<p style="text-align: center;">WRITTEN TEST – Weighted 100%</p> <p>This examination will consist of a two part Written Test. Test I is a multiple choice written examination weighted – 70%, and Test II is a writing exercise weighted – 30%. You must receive a passing score on both Test I and Test II in order to pass the examination. The two weighted scores will then be added to obtain your combined score. Competitors who do not appear for the Written Test will be disqualified from this exam. Please allow approximately four hours for the completion of the written test.</p>
Testing Period	A candidate may be tested only once during any testing period. The testing period for this examination is 18 months.
Examination Scope	In addition to evaluating the competitor’s relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each competitor’s understanding of the Knowledge, Skills, and Abilities (KSAs) as described in the Job Specification for Fraud Investigator, which includes:
Knowledge of:	<ol style="list-style-type: none"> 1. Criminal investigative techniques and procedures. 2. Rules of evidence and court procedures. 3. Laws of arrest, search and seizure, including seizure of computers. 4. Proper tactics and use of force in making arrest, felony car stops, and high risk entries. 5. Service of legal process and the legal rights of citizens. 6. Interview and interrogation techniques. 7. Provisions of the California Penal Code, Insurance Code, Evidence Code, Business and Professions Code, Health and Safety Code, and related Federal statutes. 8. Techniques for securing, preserving, and handling evidence. 9. The use and capabilities of the California Law Enforcement Telecommunications System (CLETS) and the Fraud Integrated Data Base (FIDB). 10. Sources of information in locating witnesses and suspects. 11. General training techniques and methods as applied to peace officer training. 12. Undercover operations utilizing informants. 13. Procedures for operating specialized surveillance equipment. 14. Computer applications and software utilized by the Fraud Division. 15. Department and Branch policies and procedures.
Ability to:	<ol style="list-style-type: none"> 1. Plan and conduct complex investigations into insurance fraud and white-collar crime. 2. Apply laws and rules of evidence to specific situations. 3. Gather and analyze facts and evidence. 4. Write clear and concise reports of case investigation for State and Federal prosecutors. 5. Analyze situations accurately and take effective action. 6. Conduct interviews of witnesses and interrogate suspects. 7. Effectively participate in, or direct, undercover operations and surveillance assignments operations. 8. Establish and maintain effective working relationships and be able to speak effectively before groups. 9. Adapt quickly to changing situations. 10. Photograph crime scenes and use of sophisticated evidence gathering equipment. 11. Properly prepare and execute search warrants including, but not limited to, the search and seizure of computer equipment. 12. Make felony arrests using proper tactics. 13. Appear and testify as an expert witness in State and Federal courts. 14. File criminal complaints in State and Federal courts. 15. Use, maintain, and qualify with Division approved firearms, and maintain firearms, and maintain firearm proficiency as required by POST and Division policy. 16. Properly utilize emergency equipped vehicles. 17. Serve legal documents. 18. Transcribe and dictate reports of surreptitious recordings. 19. Develop and control confidential informants. 20. Operate computer applications and software utilized by the Fraud Division. 21. Participate in covert stationary, mobile, or aerial surveillances. 22. Serve as range master, defensive tactics, and computer forensic expert on special forensic assignments. 23. Assume fictitious identities for undercover roles.

	<p>24. Plan, conduct, and coordinate complex investigations as a lead agent.</p> <p>25. Conduct and coordinate multi-agency task force operations.</p> <p>26. Provide insurance fraud awareness, detection, and training on reporting requirements to allied law enforcement insurance industry personnel, and the general public.</p> <p>27. Conduct background and internal affairs investigations as required.</p> <p>28. Act as a Division Training Instructor or Field Training Investigator.</p>
Additional Desirable Characteristics	<p>In addition to the above knowledge and abilities, possession of the appropriate certificates as evidence of increased competency at each level is desirable. Also desirable is evidence of completed course work in the following subject areas: introduction to criminal justice, introduction to criminal law, basic investigation, evidence, criminal procedures and laws of arrest, search and seizure.</p>
Position Description	<p>This is the entry, first journey, and full journey level in the Fraud Investigator, Department of Insurance, series. Under close supervision of a Supervising Fraud Investigator I, incumbents are assigned law enforcement responsibilities commensurate with their background and training; conduct criminal investigations of felony violations of State and Federal law relating to insurance fraud and white-collar crime. Incumbents may work alone, with a team, or as a lead criminal investigator assigned to conduct investigations of criminal enterprises and profiteering and assist in the prosecution of cases involving these groups in both State and Federal courts; and conduct investigations involving a broad range of felony violations, both State and Federal judicial systems.</p> <p><i>Positions are located in Sacramento, Fresno, Morgan Hill, Benicia, Commerce, San Fernando Valley, Rancho Cucamonga, Orange County, and San Diego.</i></p>
Special Physical Characteristics	<p>Good health, sound physical condition, and free from any physical or mental condition that would interfere with performance of duties; effective use of both hands; strength, endurance, and agility; emotional stability, normal hearing, normal vision or vision corrected to normal; and weight proportional to age and height.</p>
Special Personal Characteristics	<p>Willingness to work throughout the State and at unusual hours, as required; keenness of observation; good memory for names, faces, places, and incidents; associate with criminally inclined persons and environments in performance of duties; satisfactorily maintain a clean record as a law-abiding citizen; possess a valid driver's license of the appropriate class issued by the Department of Motor Vehicles; work under stress and adverse conditions; perform tedious tasks (e.g., reading through large case investigation files, or working in a surveillance vehicle for long periods of time); learn about insurance fraud and related legal issues and procedures; comply with established policies and procedures of the Fraud Division; physically restrain suspects while performing the duties of a peace officer; carry out all peace officer duties; speak in front of groups; carry firearms; travel frequently; and safely operate a motor vehicle.</p>
Peace Officer Standards	<p>CITIZENSHIP REQUIREMENT: Pursuant to Government Code Section 1031 (a), in order to be a peace officer, a person must be either a U.S. Citizen or be a permanent resident alien who is eligible for and has applied for U.S. Citizenship. Any permanent resident alien who is employed as a peace officer shall be disqualified from holding that position if his/her application for citizenship is denied.</p> <p>FELONY DISQUALIFICATION: Pursuant to Government Code Section 1029, persons convicted of a felony are disqualified from employment as peace officers except as provided under Welfare and Institutions Code, Division 2, Chapter 3, Article 8, Section 1179 (b), or Division 2.5, Chapter 1, Article 4, Section 1772 (b). Except as provided for by these statutes, persons convicted of a felony are not eligible to compete for, or be appointed to, positions in these classes.</p> <p>FIREARM CONVICTION DISQUALIFICATION: Anyone who is restricted for employment-related purposes from accessing, possessing, carrying, receiving, or having under his/her control a firearm or ammunition under all applicable State or Federal laws is ineligible for appointment to any position in these classifications.</p> <p>BACKGROUND INVESTIGATION AND PSYCHOLOGICAL SCREENING: Pursuant to Government Code Section 1031(a) and 888.38, all persons successful in examinations for these classes shall be required to undergo a thorough background investigation prior to appointment. Government Code Section 1031 (f) and Peace Officer's Standard Training Regulation (P.O.S.T.) 1002 (a) (7) require psychological screening of applicants for peace officer classifications.</p> <p>MEDICAL REQUIREMENT: Pursuant to Government Code Section 1031, persons appointed to a peace officer class shall undergo a medical examination to determine that he or she can perform the essential functions of the job safely and effectively.</p>

G E N E R A L I N F O R M A T I O N

It is the candidate's responsibility to contact the California Department of Insurance, Human Resources Management, Sacramento (916) 492-3311 three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the California Department of Insurance, Human Resources Management, Sacramento (916) 492-3311 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the California Department of Insurance offices, State Personnel Board offices, and local offices of the Employment Development Department and the Internet at <http://www.spb.ca.gov>.

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The California Department of Insurance reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: (1) subdivisional promotional, (2) departmental promotional, (3) multi-departmental promotional, (4) servicewide promotional, (5) departmental open, (6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and state of health consistent with the ability to perform the assigned duties of the class. A medical examination will be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidates is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Veterans Preference: California law allows granting of veterans preference points in open entrance examinations and open non-promotional examinations. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans; 15 points for disabled veterans. Credit in open, non-promotional examinations is granted as follows: 5 points for veterans; and 10 points for disabled veterans. Directions for applying for veterans preference points are on the Veteran Preference Application form (Form 1093) which is available from State Personnel Board Offices, written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001.

California Relay (Telephone) Service for the Deaf or Hearing impaired:
From TDD phones: 1-800-735-2929, from voice phones: 1-800-735-2922

California Department of Insurance
Human Resources Management
300 Capitol Mall, 13th Floor
Sacramento, CA 95814
(916) 492-3393

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